

**Massachusetts Department of Public Health  
Office of Patient Protection**

**Decisions for Cases Eligible for External Review  
By External Review Agency  
January –March 2008**

	<b>Total #</b>	<b>Upheld</b>	<b>Overturn</b>	<b>Partial</b>		<b>Expedited</b>		<b>Open</b>
	<b>of Cases</b>			<b>Overturn</b>	<b>Upheld</b>	<b>Overturn</b>	<b>Partial</b>	
<b>External Review Agency</b>							<b>Overturn</b>	
Center for Health Dispute Resolution (CHDR)	20	6	1		3	1		9
Island Peer Review Organization (IPRO)	19	6	3			6	1	3
Hayes Plus	20	9	3			3		5
<b>Total</b>	<b>59</b>	<b>21</b>	<b>7</b>	<b>0</b>	<b>3</b>	<b>10</b>	<b>1</b>	<b>17</b>

# Percentage of External Review Agency Decisions Upheld and Overturned in 2008

\*Overturned category includes those cases that were partially overturned

	Total Decisions	Overturned	Upheld
Behavioral Health	20	50%	50%
Outpatient	4	25%	75%
Rehab Services	1	100%	0%
Cosmetic/Reconstructive	1	0%	100%
Infertility Care	0	0%	0%
Diagnostic Services	0	0%	0%
Experimental	0	0%	0%
Pharmacy	9	33%	67%
Dental	3	0%	100%
Durable Med.Equip.	1	100%	1%
Excluded Services	2	50%	50%
Inpatient	0	0%	0%
Visual Services	1	100%	0%
Emergency Care	0	0%	0%
Totals	42	80%	20%